



COVID-19 VILLA AMENDMENT GUARANTEE

If, having booked to stay in this villa you are prevented from travelling due to restrictions imposed by your Government (i.e. The Foreign, Commonwealth and Development Office ([FCDO](#))) specifically because of the Covid-19 pandemic, and your insurance will not cover the cancellation charge costs, this villa supplier will allow you to:

- a. amend your reservation to alternative dates in the same villa to a date within 12 months of your original planned arrival date; or
- b. request a credit note for monies paid up to the date of cancellation, which is valid for 12 months from your original confirmed arrival date against a rebooking of the same villa,

subject to the points set out below. This is the “Villa Amendment Guarantee”.

The Villa Amendment Guarantee is subject to the following:

- An amendment to your reservation or a credit note can only be requested following official advice from the Spanish Government, FCDO, or similar governmental body, preventing all but essential travel to the region where the villa is located, due to the Covid-19 pandemic and which covers all or part of the original villa booking dates.
- The amended villa reservation or credit note can be requested for any time up to and including 12 months from the planned original arrival date at the villa, subject to availability and always for the same villa as stated in your Booking Confirmation.
- A supplemental charge will be payable to the supplier at the time of amendment (or at the time of rebooking, in the event of a credit note) if the price of the new villa reservation is higher than the original price paid (for example, if you wish to switch your affected booking from a low season week, to amended dates within a high season week the following Summer). No refunds will be given by the supplier for reservations that have a lower price than the original booking at the time of amendment or rebooking using a credit note.
- Our standard Agency Booking Terms and Conditions will apply in full to the amended reservation or rebooked reservation using a credit note, including the cancellation policy.
- If you wish to take up the amendment option (a) in this Villa Amendment Guarantee, you must notify us in writing no later than 28 days prior to your originally planned arrival date. We, as agent on behalf of the supplier, will then amend your affected reservation to the new



amended dates, following confirmation of availability from the supplier and subject to you accepting and paying in full any applicable supplements.

- If you wish to take up the credit note option (b) in this Villa Amendment Guarantee, you must notify us in writing no later than 28 days before your originally planned arrival date. If not used, the credit note will expire, with no refund due, 12 months after the original confirmed arrival date.

- We, as agent on behalf of the supplier, reserve the right to reject any amendment request on the basis of insufficient Covid-19 restrictions being in place and preventing you taking up your stay.

- If we, as agent on behalf of the supplier, do not receive your request to amend your reservation or credit note (or do not receive your request within the time frame in this Villa Amendment Guarantee), and subsequently do not confirm the new dates or credit note prior to your original arrival date, the booking will automatically expire on the original arrival date and a cancellation will be issued.

- Requests to amend your reservation for any reason other than official advice against travel due to the Covid-19 pandemic, or later than 28 days before travel, will be entirely at the supplier's discretion and we would respectfully refer you to our standard Agency Booking Terms and Conditions for further information.

- All guests are advised to take out suitable travel insurance to cover cancellation due to illness or otherwise.